

## InstaNet™ - Effective staff communications and mobile content deployment

### ■ ■ ■ ■ The right information to the right people

Whether it is a question of just keeping staff up to date or delivering time-critical information, the process for preparing and delivering appropriate content for both location-based and remote or mobile personnel can be both a challenge and time consuming.

Getting the right communication solution can reduce costs by generating business efficiencies and improved productivity - yet a failure to communicate effectively can have a disastrous effect.

Delivering the right information to the right people at the right time means that: sales teams; field engineering teams; maintenance, security and other support or customer facing staff can improve sales results as well as reducing or eliminating waste and rework by resolving problems more effectively; making better decisions and delivering more effective and efficient solutions.

### ■ ■ ■ ■ The problem with email

Although email is commonly used to deliver staff communications content, increasingly businesses are finding that important information is either delayed or, even worse as our reliance on e-mail increases and the sheer volume of e-mails that people receive means that messages can increasingly get blocked, bounced or buried in a quagmire of unread emails.

### ■ ■ ■ ■ Avoid email to deliver a smart solution

InstaNet uses a smart combination of fixed and mobile communications technologies which together produce a solution that keeps people up to date and well informed no matter where they are. At the same time, InstaNet avoids the email deluge to ensure that key messages are delivered promptly, at the right time and in a highly visible manner.

### ■ ■ ■ ■ InstaNet Mobile™

With more and more staff working out of the office, the challenge this poses for keeping all staff up to date, at all times, can be huge. Memos must still be read, and acted upon. Price lists must still be updated and be made available for customer visits and disaster recovery plans must be available even when network access to the office is unavailable.

InstaNet Mobile securely extends your InstaNet corporate information system feeds via BlackBerry™ smartphones. All BlackBerry browser supported document types can be pushed to users using the same grouping rules as for the InstaNet system itself.

### ■ ■ ■ ■ Key Features

- ▶ Deliver defined content to all users, user groups or even individuals according to need
- ▶ Include text, graphics and video
- ▶ Incorporate links to supporting documentation on a corporate intranet
- ▶ Communications Scheduler enables information feeds to be staggered across a time period
- ▶ Desktop and mobile smartphone options
- ▶ Business Continuity applications
- ▶ 'Over the Air Push" secure updates for mobile users
- ▶ Expired content removed from the device once it is no longer valid

### ■ ■ ■ ■ Typical Uses

InstaNet's flexible design means that it can be used to provide essential and time critical information as well as news feeds and the latest company or industry news.

Typical applications and uses include:

- ▶ Business Continuity
- ▶ Emergency Procedures and Contact Lists
- ▶ Company, Sales and Industry News
- ▶ Business Procedures Updates
- ▶ Changes in Legislation
- ▶ Health and Safety
- ▶ Escalation Updates
- ▶ Product Revisions
- ▶ Staff Bulletins
- ▶ Customer News Feeds
- ▶ User Guides & Reference Manuals
- ▶ Video & Audio Based Training

### ■ ■ ■ ■ Key Benefits

- ▶ Improved productivity
- ▶ Resource Efficient
- ▶ Easy user adoption
- ▶ Managed information flows
- ▶ Increased staff satisfaction
- ▶ Easy to manage



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### For more information:

To find out more about this or other Interchange Group mobile applications, or mobile worker / field force automation in general, simply contact our mobile working specialists on 0333 555 5716 or email [info@interchange-group.com](mailto:info@interchange-group.com)

# Interchange Group Services and Product Portfolio



## Remote and Mobile Worker Solutions

- Converged Voice and Mobile Data solutions:
  - Sales / Field Worker Mobility
  - Mobilisation of Existing Applications
  - Systems Integration
- Solution Evaluation & Selection
  - Standard Applications
  - Mobile / Wireless Device Selection including portable Bluetooth scanners and printers
  - Digital Pen & Handwriting Recognition Solutions
- Installation, Implementation and Configuration
- Device and Infrastructure Selection and Supply

## Mobile Data Applications

- Business Continuity
- Employee Communications
- Electronic Notebook
- Personnel Alarm
- Police & Uniformed Services
- Email2Calendar
- Field Engineering
- Mobile Worker
- Custom Application Design & Development

## BlackBerry™ Services

- Sourcing, testing, installation, and support of 3rd party applications and products e.g.:
  - Flowfinity Mobile Data Collection
  - BoxTone User Administration
  - GroupWise for Blackberry Integration
  - Rove Remote System Administration
  - Mobile email and PIM
- Bes Installation and Configuration
- High Availability Solutions and Services
- Mobile Applications development for BlackBerry, Android and Windows Mobile

## Infrastructure Solutions

- IP and Telecoms Network Infrastructure Design and Commissioning (VoIP)
- Voice Network Installation and Configuration
- Virtual Private Network (VPN) installation
- Firewall implementation
- Business Systems Remote Access
- Connectivity Advice
- Hardware Selection / Provisioning
- Wireless Networking (WiFi)
- Installation and Configuration

## Corporate Solutions

- Hosted & Enterprise Customer Service and CRM
- Helpdesk
- Corporate Information, Content Management, and Collaboration
- Staff and Customer Self Service Portals
- High Availability Solutions
- Implementation Consultancy

## Technical Consultancy

- IP and Telecoms Network Infrastructure
- Requirements Analysis and Needs Audits
- Hardware selection / provisioning
- Data and Network Security
- Ongoing Support
- System Implementation
- User Training

## Business Consulting

- Strategy Consulting
- Business Process Improvement
- Needs, Requirements and Benefits Analysis
- Benefits Driven Change Management
- Project Management

## Network Infrastructure

- Network Strategy and Design
- Network monitoring & optimisation
- Cabling and Installation
- Network performance optimisation

## Security

- Data, VoIP and Network Security
- SSL Implementation
- VPN Security Installation, Configuration and Management
- Firewall Implementation

## Managed Services and Outsourcing

- Outsourced Helpdesk / Call Centres
- Hardware and Applications Hosting
- Website / Portal Hosting
- Third Party Software Support
- Hardware Repair & Warranty Services
- End-to-End Warranty Management
- On-site Technical Support
- IT Administration
- Contingency Planning and Recovery
- Asset Recovery and WEEE Compliance
- Remote or on-site system management and support
- Repair of mobile phones and PDAs.
- Field Engineering and Technical Services
- IT and BES Administration
- Contingency Planning and Recovery
- High Availability BES implementation



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